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CITY OF RENTON
HUMAN SERVICES AGREEMENT
2011 SERVICE REPORT

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Agency Name: Multi-Service Center   Date Submitted: 04-05-2011

Address: 1200 S 336th Street

Program /Project Name: Adult Education Program

Contact Person: Tricia Kesterson   Phone: 253 838-6810

Report for: X   1st Quarter, January-March, due April 10, 2011
                ☐   2nd Quarter, April-June, due July 10, 2011
                ☐   3rd Quarter, July-September, due October 10, 2011
                ☐   4th Quarter, October-December, due January 14, 2012

Service Report

Performance Measure	Annual Goal	Goal This Period	New Units This Period	Cumulative Units
Performance Measure 1 **Unduplicated City Clients Served**	11	3	6	6
Performance Measure 2 **Tutoring Hours**	68	17	49.5	49.5
Performance Measure 3				
Performance Measure 4				

Narrative Report:
Include information such as current trends, program developments, special events, publicity or community education efforts, etc. Be sure to address any discrepancies between the level of services actually provided and performance goals. Attach additional pages as necessary.

It is a pleasure to be in partnership with the city of Renton. Our Education Specialist focuses on strengthening relationships with city businesses in order to enhance outreach efforts and public awareness. MSC exceeded quarterly and annual goals for 'Unduplicated City Clients Served' and 'Tutoring Hours'. MSC volunteers offer strong and individualized ABE, ESL and GED academic support to those seeking assistance. We keep our classes small in number to effectively offer learning

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techniques and curriculum that address students' unique needs. Our agency recognizes that recent economic downward trends allow more unemployed individuals the opportunity to seek the completion of their GED or to enhance their English skills in order to be more self-sufficient and successful in their personal lives.

A Renton success story shared by one of our students:

Our student lives in Renton and is English as a Second Language student. She is working with her teacher to improve her English skills with her ultimate goal being "Becoming a US citizen". She knows that she will have to improve her reading, writing, speaking and listening skills in order to take the citizenship test. Besides being able to answer some of the 100 questions about US history she will need to be able to speaker to and answer questions asked by the examiner. She is working hard and hopes to get her citizenship sometime this summer.